

# Multi-Year Accessibility Plan

## Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standard Regulation (IASR) was enacted to develop, implement, and enforce Accessibility Standards to achieve accessibility for Ontarians with disabilities with respect to:

- Information and Communication
- Employment
- Design of Public Spaces
- Customer Service
- Transportation

TriCert Investment Counsel Inc. (TriCert) strives to meet the needs of its employees and clients with disabilities and is working hard to remove and prevent barriers to accessibility. TriCert is committed to fulfilling our requirements under the AODA. This accessibility plan outlines the steps we are taking to meet these requirements and to improve opportunities for people with disabilities. The plan is reviewed and updated at least once every 5 years.

## IASR – Part I: General Requirements

### **Requirement: Accessibility Policy**

TriCert is committed to maintaining an AODA policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

#### **Actions Taken:**

- The AODA policy was developed and approved.
- The AODA policy is posted on our Health and Safety board and will be made available in an accessible format to clients and employees requesting a copy of the policy.

#### **Actions Planned:**

- Continue to review the AODA policy at least every three years.
- Continue making the AODA policy available in an accessible format to clients and employees.

### **Requirement: Multi-Year Accessibility Plan**

TriCert is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA and needs of TriCert stakeholders with disabilities.

#### **Actions Taken:**

- The Multi-Year Accessibility Plan was developed and approved.

#### **Actions Planned:**

- Post the multi-year accessibility plan to the TriCert website.
- Provide the plan in an accessible format to clients and employees requesting a copy of the plan.
- Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders.

### **Requirement: Training**

TriCert is committed to providing appropriate training to all employees including content regarding AODA requirements, the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities.

#### **Actions Taken:**

- All employees have taken the required AODA training. A written record has been kept that includes how many people were trained and the dates the training was provided.
- Mandatory training is provided to all new hires as part of the onboarding process.
- A compliance audit of organization-wide training compliance is conducted as needed.

#### **Actions Planned:**

- Ensure all new hires continue to receive mandatory training.

## **IASR - Part II: Information & Communication Standard**

### **Requirement: Accessible Websites and Web Content**

We are committed to making information and communications through our website and web content accessible to people with disabilities.

#### **Actions Taken:**

- The TriCert website is partially conformant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

#### **Actions Planned:**

- The updated TriCert website to be launched November 2023 will meet all WCAG 2.0 Level AA success criteria and will include the AccessiBe plugin for additional accessibility features.

## **IASR – Part III: Employment Standard**

TriCert is an equal opportunity employer and is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

### **Requirement: Recruitment**

#### **Actions Taken:**

- All job postings include the statement “*We are committed to providing a barrier free workplace. If accommodation is required during the selection or interview process, it will be available upon request. This job posting is available in an accessible format upon request.*”
- The TriCert Careers page states that TriCert is an equal opportunity employer and reiterates the above statement from our postings.
- Job applicants who are selected for an interview will be notified that accommodations are available, upon request.
- When offers of employment are made, we notify the successful applicants of the policy for accommodating employees with disabilities.

**Actions Planned:**

- Continue addressing barriers to recruitment.
- Continue to accommodate applicants and employees.

**Requirement: Accessible Formats and Communication Supports for Employees**

**Actions Taken:**

- TriCert has created and communicated to employees a written policy which confirms that if an employee with a disability requests it, TriCert will consult with the employee to provide or arrange for the provision of accessible formats and communication support.

**Actions Planned:**

- TriCert will continue to consult with an employee who requests accessible formats and communication supports for:
  - Information that is needed in order to perform the employee’s job;
  - Information that is generally available to employees in the workplace; and

**Requirement: Documented Individual Accommodation Plans**

**Actions Taken:**

- TriCert has created a written process for the development of a Documented Individual Accommodation Plan for employees with disabilities.

**Actions Planned:**

- TriCert will continue to review documented processes and procedures and look for ways to enhance the accommodation program.

**Requirement: Workplace Emergency Response Information**

Where we are aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as possible if such information is necessary given the nature of the employee’s disability.

**Actions Taken:**

- We have advised staff that accommodation is available to provide an individualized workplace emergency response plan to employees who have a disability.

**Actions Planned:**

- Continue to accommodate and provide individualized workplace emergency response plans when requested.

**Requirement: Return to Work Process**

**Actions Taken:**

- TriCert has created and communicated to employees a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.

**Actions Planned:**

- TriCert will continue to review documented processes and procedures and look for ways to enhance the return-to-work process.

**Requirement: Performance Management, Carer Development and Re-Deployment Processes**

**Actions Taken:**

- TriCert has created and communicated to employees a written policy which confirms TriCert will take into account the accommodation needs and/or individual accommodation plans of employees related to performance management, career development and advancement, and redeployment.

**Actions Planned:**

- TriCert will continue consider accommodations needs and/or individual accommodation plans throughout all employment processes.

## IASR – Part IV.2: Customer Service Standard

**Requirement: Accessible Customer Service**

TriCert is committed to excellence in serving all clients including people with disabilities. TriCert proactively identifies barriers to accessibility and determines appropriate ways to accommodate client needs to provide customer service that is accessible to people with varying abilities.

**Actions Taken:**

- All employees, managers and executives have been trained on interacting with customers of all abilities and our familiar with various assistive devices that may be used by clients with disabilities while accessing our services. We maintain records of the training that is provided.
- Service animals are welcome in our client meeting rooms.

- Clients can request client service in the manner that is most suitable for them including in-person, through videoconference, or telephone.
- Support persons that accompany a person with a disability are permitted on our premises.

**Actions Planned:**

- Continue to train new employees on accessible customer service.
- Continue enabling clients to use assistive devices and welcoming the assistance of service animals and support persons.
- Notify clients of any accessibility interruptions through a notice posted on our premises on our front door and on our company website.

**Requirement: Feedback**

**Actions Taken:**

- Implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email, and TTY. All feedback will be directed to the Chief Compliance Officer.

**Actions Planned:**

- Respond to any feedback received within 30 days and address according to TriCert's regular complaint management procedures.
- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities.

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## Feedback is Welcome

We welcome your inquiries and feedback about accessibility and our efforts at meeting the AODA and IASR standards.

For more information on this accessibility plan, please contact:

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